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May 11, 2010

REQUEST FOR PROPOSALS (RFP)
For Hosted E-mail Archiving for Novell GroupWise
Letter of Invitation

Dear Contractor:

The Metropolitan Transportation Commission (MTC) invites you to submit a proposal to provide services and support for hosted e-mail archiving for Novell GroupWise. The resulting contract will cover the period from July 1, 2010 through June 30, 2011 and may be renewed at MTC's option for three (3) additional one (1) year periods, subject to approval of future MTC budgets.

This letter, together with its enclosures, comprises the Request for Proposal (RFP) for this project. Interested proposers may download a copy of the RFP from MTC's website at http://www.mtc.ca.gov/jobs/. Responses should be submitted in accordance with the instructions set forth in this RFP.

Notice of Addenda and Requests for Exception
Any addenda to this RFP that may be issued by MTC will be posted at http://www.mtc.ca.gov/jobs/; it is the proposer's responsibility to check for addenda to this RFP and comply with new or revised requirements that may be stated therein.

Requests for clarification or exception to RFP provisions must be received no later than 4:00 p.m., Monday, May 24, 2010 to guarantee consideration.

Proposal Due Date
Interested Contractors must submit an original, (1) electronic copy, and four (4) hard copies of their proposal by 4:00 p.m., Tuesday, June 1, 2010. The electronic version must be in a commonly used format, e.g., Microsoft Office 2003/2007 or Adobe Acrobat 8/9. ***Proposals received after that date and time will not be considered.*** A submitted proposal shall be considered a firm offer to enter into a contract for a period of ninety (90) days from the date of submittal.

MTC Point of Contact
Proposals and all inquiries relating to this RFP shall be submitted to the Project Manager at the address shown below. For telephone inquiries, call (510) 817-5760; fax: (510) 817-5848. E-mail inquiries may be directed to jmarkowitz@mtc.ca.gov.

Joel Markowitz, Project Manager
Metropolitan Transportation Commission
Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700

Background

The Metropolitan Transportation Commission (MTC) serves as the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC has a staff of 170 full time employees and approximately 30 contract/temporary staff, headed by an Executive Director, two Deputy Executive Directors, a General Counsel, and a Chief Financial Officer. The agency is organized into seven sections (departments), each led by a section director. Information technology (IT) functions are performed by the Administrative and Technology Services Section, which has ten IT professionals, equally split between infrastructure/operations and software development/support. Please see attached organizational chart (*Appendix A-3*) for more information. MTC currently operates out of a single facility called the Joseph P. Bort MetroCenter, at 101 8th St., Oakland, CA.

MTC uses Novell's GroupWise for its e-mail and calendaring functions. MTC operates a single GroupWise post office, with approximately 200 total users, consuming nearly 300 GB of storage on our SAN. We are satisfied with the performance and reliability of GroupWise, and we have no current plans to shift to another e-mail platform. Please see *Appendix A-4* for further information on MTC's computing environment.

Project Objectives

MTC currently does not have an e-mail archiving system. Objectives MTC hopes to achieve from implementing a hosted e-mail archiving solution include, but are not limited to:

Objectives for e-mail archiving:

1. Move older e-mail off the production system for improved operational efficiency and faster back-up.
2. Provide users the ability to rapidly search and retrieve their own archived e-mail.
3. Provide capabilities to apply and enforce retention schedules.
4. Improve the organization's ability to quickly respond to litigation requirements (electronic or e-discovery, and litigation holds), as well as public records requests.
5. Enhance disaster recovery capabilities.

Objectives for a hosted solution:

1. Reduce administrative burdens on our limited IT staff that would be associated with an on-site solution (additional hardware, software, maintenance).
2. Simplify archive administration by shifting system management responsibility to the host provider.
3. Reduce the need for increasing on-site SAN storage

Scope of Work, Budget and Schedule

The *Scope of Work, Appendix A*, and the *Functional and Technical Requirements*, *Appendix A-1*, are attached to this RFP.

A firm budget for this project has not been established. The term of this contract will extend from July 1, 2010 through June 30, 2011. At MTC's sole option, this contract may be extended for three (3) additional one (1) year periods, subject to approval of future MTC budgets.

Proposers' Conference and Questions

A Proposers' conference will be held on **Thursday, May 20, 2010 at 10:00 AM.** in the "Fishbowl" Conference Room, on the third floor of the MTC offices, located at 101 8th Street, Oakland, CA 94607. If you cannot attend in person, you may call in to the proposers' conference. Please contact the MTC Project Manager for the conference call phone number and pass-code.

Form of Proposal

Sections that must be included in each Proposal are described below. In furtherance of MTC's resource conservation policy, proposers are asked to print proposals back to back and are encouraged to use recycled paper for all proposals and reports.

Each proposal should include:

1. A transmittal letter signed by an official authorized to solicit business and enter into contracts for the firm. The transmittal letter should refer to this RFP by title and date and should include the name, e-mail address and telephone number of a contact person, and a statement that the proposal is a firm offer to enter into a contract with MTC according to the terms of this RFP.
2. Provide a brief overview of your company and product highlights, including how long the company has been in business, how long the proposed software system has been in production, and the total number of current installations and users, including a list of any California public sector/government agencies currently utilizing your products, including the number of end users. Please be specific about the number of GroupWise implementations. Provide resumes for the account executive(s), project manager, or other staff who will be assigned to this project and their areas of responsibility (i.e. sales, implementation, technical service).
3. *Appendix A-2*, *Technical Details of Proposed Solution*. Provide written responses to the questions/specifications.
4. A completed and signed *Appendix B*, *Price Proposal Form*.
5. *Appendix B-1*, *References*. Provide three (3) references, preferably public sector/government agencies, where this solution has been implemented for GroupWise. References should include contact information and the name of the project or projects done by the Contractor for that client.
6. A completed and signed California Levine Act statement (*Appendix C*).
7. A completed and signed Insurance Provisions document *(Appendix D-1).*

Proposal Evaluation

The Project Manager, in consultation with the MTC Office of General Counsel, will conduct an initial review of the proposals for general responsiveness. Any proposal that does not include enough information to permit the evaluators to rate the proposal in any one of the evaluation factors listed below will be considered non-responsive. A proposal that fails to include one or more items requested in Form of Proposal may be considered complete and generally responsive, if evaluation in every criterion is possible. Responsive proposals will then be evaluated by a panel, based on the following evaluation factors, listed in descending order of importance:

- Functionality of the proposed solution: breadth and depth of meeting specified functional and technical requirements.
- Administrative and end-user usability: ease of use, simplicity and speed.
- Data management, security, and portability: effectively managing the risks of storing essential MTC data in a hosted environment.
- Cost: least total cost of ownership vs. functionality provided.
- References: documented successful implementations of systems similar to this project.

Following this evaluation, the panel may elect to recommend award to a particular proposal, with or without interviews, or identify a "short list" of proposers with a reasonable likelihood of being awarded the contract with which to enter into further discussions, as described below. References may be checked for one or more of such short-listed proposers prior to final evaluation.

MTC reserves the right to not convene discussions and to make an award on the basis of written proposals, alone. Further, MTC reserves the right to accept or reject any and all submitted proposals, to waive minor irregularities, and to request additional information from the proposers at any stage of the evaluation.

Proposer Discussions and Best and Final Offers

The purpose of discussions, if held, will be to identify specific deficiencies and weaknesses in each short-listed proposal and to provide the proposer with the opportunity to consider possible approaches to alleviating or eliminating them. These deficiencies or weaknesses may include such things as technical issues, software functionality, or cost. Discussions may take place through written correspondence and/or during face-to-face interviews. The proposer's Project Manager, as well as other key personnel identified by the evaluation panel, will be expected to participate in any discussions.

A proposer on the "short list" invited to participate in face-to-face discussions will also be expected to provide a presentation limited to 30 minutes consisting of a demonstration of the proposed software functionality.

Following the discussions, MTC will give the proposers on the "short list" the opportunity to revise their written proposals to address the concerns raised during discussions through issuance of a Request for Best and Final Offer (BAFO). A proposer shall be prepared to submit its BAFO in accordance with the procurement schedule in the letter of invitation. Following receipt of the BAFO, the evaluation panel will re-evaluate the proposals, as revised, against the evaluation criteria. The evaluation panel will then recommend a proposer to the Executive Director for approval.

Contractor Selection Timetable

Thursday, May 20, 2010, 10:00 AM	Proposers Conference in the Fishbowl Conference Room
Monday, May 24, 2010, 4:00 PM	Requests for Clarification, Exception or modification of RFP provisions
No later than three (3) working days prior to the date proposals are due.	Objections to RFP Provisions
Tuesday, June 1, 2010, 4:00 PM	**Deadline for Receipt of Proposals**
Week of June 7, 2010	Discussions (if necessary)
June 14, 2010 (approximate)	Request for BAFO (if necessary)
June 30, 2010 (approximate)	Execution of Contract

Selection Disputes

A proposer may object to a provision of the RFP on the grounds that it is arbitrary, biased, or unduly restrictive, or to the selection of a particular Contractor on the grounds that MTC procedures, the provisions of the RFP or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied by submitting to the MTC Project Manager a written explanation of the basis for the protest:

1. No later than three (3) working days prior to the date proposals are due, for objections to RFP provisions; or
2. No later than three (3) working days after the date the proposer is notified that it was found to be non-responsive or failed to meet minimum qualifications; or
3. No later than three (3) working days after the date on which the contract is authorized or the date the firm is notified that it was not selected, whichever is later, for objections to Contractor selection.

Except with regard to initial determinations of non-responsiveness, the evaluation record shall remain confidential until the MTC Executive Director authorizes the award.

The MTC Section Manager responsible for the procurement will respond to the protest in writing, based on the recommendation of a staff review officer. Authorization to award a contract to a particular Contractor shall be deemed conditional until the expiration of the protest

period or, if a protest is filed, the issuance of a written response to the protest by the MTC Section Manager.

Should the Proposer wish to appeal the decision of the MTC Section Manager it may file a written appeal with the MTC Executive Director, no less than three (3) working days after receipt of the written response from the Section Manager. The Executive Director's decision will be the final agency decision.

General Conditions

MTC will not reimburse any proposer for costs related to preparing and submitting a Proposal. Materials submitted by proposers are subject to public inspection under the California Public Records Act (Government Code § 6250 *et seq*.).

MTC reserves the right in its sole discretion not to enter into any contract as a result of this RFP. Any award made will be to the Contractor whose proposal is most advantageous to MTC based on the evaluation criteria outlined above.

A synopsis of MTC's contract provisions is enclosed for your reference as *Appendix D*. If a Contractor wishes to propose a change to any standard MTC contract provision, the provision and the proposed alternative language must be submitted by the deadline specified above for requests for exception. If no such change is requested, the Contractor will be deemed to accept MTC's standard contract provisions based on its submission of a proposal.

The selected Contractor will be required to maintain insurance coverage, during the term of the contract, at the levels described in *Appendix D-1.* Each policy or policies shall include MTC, as additional insureds and an endorsement providing that such insurance is primary insurance and no insurance of MTC will be called on to contribute to a loss. Contractor agrees to provide the required certificates of insurance providing verification of the minimum insurance requirements listed in *Appendix D-1, Insurance Requirements* within five (5) days of MTC's notice to firm that it is the successful proposer. Requests to change MTC's insurance requirements must be brought to MTC's attention no later than the date for requesting exceptions to RFP provisions. If such objections are not brought to MTC's attention by that deadline, compliance with the insurance requirements will be assumed.

The selected Contractor will be required to indemnify, defend and hold harmless MTC as described in *Appendix D*.

Authority to Commit MTC

Based on the recommendation of the evaluation panel, the MTC Project Manager will recommend a Contractor to the Executive Director, who will commit MTC to the expenditure of funds in connection with this RFP. We appreciate your interest in this RFP and look forward to receiving your proposals.

Thank you for your interest.

Sincerely,

Ann Flemer
Deputy Executive Director, Operations

AF: JM
J:\CONTRACT\Procurements\Software & Tech Support\RFPs\FY 09-10\Email Archiving\Email Archiving.doc

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APPENDIX A
SCOPE OF WORK

I. GENERAL SOFTWARE REQUIREMENTS*

At a minimum, the proposed solution **must** include the following functions and components:

A. Current GroupWise Version Support: The solution must be fully compatible with GroupWise version 8, and at least the next major releases of GroupWise (e.g., Version 9).

B. Archive All Objects In GroupWise: Ability to archive GroupWise e-mail, task, and calendar objects, maintaining all metadata for each object archived. Also must archive any attachments to any of these item types.

C. Archive Import: Ability to import GroupWise "native archives" into the system. This is a one-time requirement. Once all existing archives are imported, users will no longer be able to create personal archives.

D. 100% Inclusion: Ability to archive all objects (sent/received, internal/external), even if a user deletes an object.

E. Auditing: Ability to keep an audit log showing all user activity in the system.

F. Client access: End users and administrators must be able to access the system using only a web browser, and/or GroupWise client (stub or plug-in), with an acceptable level of response time and performance.

G. Access Control: Ability to control user access to the system based on roles. End users would have read-only access to their archives only.

H. 24x7 Support: Ability to contact a technical support number on a 24x7 basis.

I. Single Sign On: Ability to utilize existing user GroupWise login names and passwords.

J. Hosted Offsite: The solution must require no hardware components to be installed or maintained at MTC's facility.

K. Continuous Availability: The system must be available on a 24x7 basis, with a high level of guaranteed availability.

L. Long-term Storage: Ability to store an unlimited number of messages indefinitely.

M. Security & Confidentiality: Archived data is protected from inadvertent and intentional tampering, corruption or destruction. Data is kept confidential and not shared with any third parties.

N. Global Search: For legal research, the ability to search across all mailboxes in the archive using a variety of search parameters. Search should include all GroupWise objects and their attachments.

O. Data Export: Ability to export data and search results in a variety of common formats for individual or groups of messages and mailboxes.

P. Retention Management: Ability to apply retention policies to archived objects, using a variety of parameters.

Q. Forwarding & Printing: Ability to forward to another mailbox. Ability to print a single message or group of messages.

*See *Appendix A-1*, *Functional and Technical Specification*s, for a detailed list of the required functionality of the software services. *Appendix A-2* requests additional descriptive information on how these requirements are proposed to be met.

II. OPTIONAL FEATURES

These options are highly desired, but not required (in priority order):

A. GroupWise Folder Structure Replication: Ability to automatically replicate each end user's folder structure in GroupWise. That is, a message placed into a GroupWise folder marked "Projects" would appear in a similarly named folder in the archive system.

B. GroupWise Proxy Support: Ability to automatically grant each user the same read-only proxy rights in the archiving system as they have in GroupWise. In other words, if User A can currently have read-only access to user B's mailbox by GroupWise proxy, user A should also be able to have read-only access to user B's archive.

C. Ability to Integrate with Other Systems: Ability to share data and functions with related enterprise content management solutions, such as records or document management, file archiving, or collaboration systems. Adherence to any open standards for this interaction is preferred so that multi-vendor options for these functions are possible in the future.

D. Ability to Support Business Continuity/Disaster Recovery: Ability of archived data to support recovery of the GroupWise e-mail system in the event of a disaster.

APPENDIX A-1,
FUNCTIONAL AND TECHNICAL REQUIREMENTS

FEATURE	REQUIRED FUNCTIONALITY
A. Current GroupWise Version Support	1. The system must function with GroupWise 8, and support personnel must be familiar with GroupWise 8. 2. The system must function with the next major release of GroupWise (e.g., GroupWise 9).
B. Archive All Objects in GroupWise	1. Archive GroupWise e-mail, tasks, notes, and calendar items. 2. Archive any attachments to any GroupWise item type listed above. 3. Provide flexibility in determining which data (e.g., by date of creation) are initially archived.
C. Archive Import	1. Ability to import GroupWise 6.5, 7 and 8 "native archive" format data into the archive system. (Initial import only.) 2. Existing native GroupWise archives are to be merged into the corresponding individuals' imported archives.
D. 100% Inclusion	1. Archive any GroupWise object, even if an end user deletes the object. 2. Utilize the GroupWise Message Retention feature ("Archive bit") to ensure that even if an item is added to the system out of date order, the archive system will still pick up that item automatically.
E. Auditing	1. Log user access to any and all items in the archive system. 2, Provide summary and detailed reporting of audit logs.
F. Client Access	1. Ability to securely access archives using only a web browser, either from within MTC's network or externally. 2. Provide a high level of speed and performance to end users, comparable to on-premise archiving. Provide statistics on typical response time to retrieve an e-mail and its attachments from the archive. 3. Support Internet Explorer 7 and 8. 4. Support Firefox 3.x. 5. Alternative access, if any, via stubbing or plug-in to GroupWise desktop client. 6. Alternative access, if any, via GroupWise Web Access.
G. Access Control	1. Control system access and functions based on user roles 2. End users have full, read-only access to their own archives.
H. 24x7 Support	1. Ability to call a live support line 7 days a week, 24 hours a day. 2. Defined Service Level Agreement of 2-hour response or better.
I. Single Sign On	1. Provide a secure means for administrators and end-users to log onto the system 2. Utilize existing GroupWise mailbox login name and passwords to access the archive, -or- 3. Automatically synchronize GroupWise login names/passwords with the archive's sign on screen.
J. Hosted Offsite	1. Require no hardware components (e.g., appliances) to be installed at MTC's site for on-going operation. 2. Require no additional servers at MTC's site.

K. Continuous Availability	1. Provide access to archived data on a 24x7 basis. 2. Provide at least .999 availability (approx. 1 hour downtime per month). 3. Provide data to support guaranteed availability.
L. Long-Term Storage	1. Store an unlimited number of messages in the archives. 2. Store an unlimited number of mailboxes (users). 3. Store archived data for an indefinite amount of time. 4. Store an unlimited amount of total archived information.
M. Security & Confidentiality	1. Archived data is protected from unauthorized access. 2. Archived data is tamper-proof, and cannot be altered. 3. Archived data is protected from physical and logical system failures or data corruption. 4. Archived data is stored in a datacenter facility with Tier-3 or higher physical and environmental protections. 5. Archived data will remain confidential and data will not be accessible by third parties. 6. Any security breaches will be promptly reported and remedies described. 7. Describe where the primary and any secondary datacenters are located.
N. Global Search	1. Ability to log in as an administrator, and search any user's mailbox. 2. Ability to log in as an end user, and search that user's mailbox. 3. Ability to log in as an administration, and search across all mailboxes. 4. Ability to use search criteria similar to those listed below under "Retention Management," including at a minimum user identity, date, and subject.
O. Data Export	1. Ability to export individual or groups of items from search results. 2. Ability to export in at least three of the following formats: a. Adobe PDF b. Novell "Native" GroupWise Archive c. Microsoft Outlook PST, Exchange OST d. EML e. XML f. Self-contained searchable data set (which can be written to a CD or DVD) g. Alternative format: specify
P. Retention Management	1. Ability to apply retention policies to all archived objects. 2. Ability to apply legal holds (preventing automatic deletion). 3. Retention parameters must include: a) Creation date b) User identity (i.e., by individual) c)) d) Message content (e.g., subject line or keywords) 4. Retention parameters should also consider: a. User role (e.g., manager, supervisor, etc. b. User group membership (e.g., department/section) c. Message status (e.g., deleted) d. Other: specify

Q. Forwarding & Printing	1. Ability of authorized users to forward any message (or set of messages) to an e-mail account. 2. Ability of authorized users to print any message (or set of messages)
Optional A: GroupWise Folder Structure Replication	1. Preference will be given to archiving systems which automatically replicate each user's GroupWise folder tree structure (e.g., if a message is filed in an end user's "Projects" folder in GroupWise, they will find the message in a corresponding "Projects" folder in the archive system).
Optional B: GroupWise Proxy Support	2. Preference will be given to archiving systems which automatically read and replicate GroupWise Proxy support (e.g., if Mary has read-only access to Tom's mailbox in GroupWise, she must also be able to have read-only access to Tom's archived mailbox in the archive system).
Optional C: Integration Capability	1. Preference will be given to archiving systems which can be integrated with other enterprise content management (ECM) components. 2. E-mail archiving system adheres to any available industry standards for data sharing or exchange with other systems. 3. E-mail archiving system can function in a multi-vendor ECM environment.
Optional D: Support BC/DR	1. Preference will be given to archiving systems which can be used to support business continuity/disaster recovery functions.

APPENDIX A-2,
TECHNICAL DETAILS OF PROPOSED SOLUTION

Contractor must provide a written response to each question. If necessary, attach additional information to clarify the response or to provide an example or screen shots. Attachments should reference the question number (i.e., 1.1). These questions elaborate on requirements A through Q listed in *Appendices A* and *A-1*.

1. CUSTOMER SERVICE/IMPLEMENTATION

(Including Requirement H.)

1.1	Describe your software support model (on-line self-service or chat, live operator, etc.) including support tiers (if any), technical support hours available, location of support team, response time, and escalation procedures.
1.2	Describe your procedure/policy for communicating system maintenance and system issues to users.
1.3	Describe implementation time/schedule for proposed archiving system.
1.4	Describe implementation activities that might incur additional charges.
1.5	Describe the process for transitioning from implementation to general technical support.
1.6	Provide electronic copies of any licensing, service level, support, privacy, or other agreements that will be incorporated into this project.

2. DATA IMPORT

(Including Requirements B, C, and D.)

2.1	Describe the process for initially loading data from GroupWise into the archive system. Can we exclude fictitious users?
2.2	Describe how GroupWise "native" archive files are imported into the archive system, and whether or not archive files from multiple users can be processed in a single batch.
2.3	Does your system collect ALL of the following items from GroupWise? E-mail (internal and external) Attachments (all types) Calendar Items Task Items Cabinet Folder Tree Structure
2.4	Describe how 100% inclusion of GroupWise objects is achieved. How does your system prevent a user from deleting a GroupWise item before the item can be archived?
2.5	Does your system capture and display discussion threads, e.g., all related replies, forwards, etc.?
2.6	Describe how data are stored in your system, e.g., native GroupWise format, proprietary compressed format, XML, etc.
2.7	Does your system employ single-instance storage (deduplicated) or multiple-instance (e.g., duplication of the same message and attachments sent to several mailboxes)?
2.8	Does your system preserve ALL GroupWise metadata for each item? If not, which metadata are preserved after import?

2.9	Are GroupWise distribution lists expanded to see all recipients?
2.10	Are all cc: and bc: recipients included?
2.11	Describe any limitations to the size of the database that your system can import.

3. SYSTEM SECURITY/PERFORMANCE

(Including Requirements E, K and M.)

3.1	Describe the system's security protocols, how administrative and role-based levels are defined, and who can access/modify/view archived data.
3.2	Describe how you ensure security and confidentiality of customer data stored on your database.
3.3	Describe how you ensure security of data transmission.
3.4	Where are your primary and secondary data centers located?
3.5	Describe data center power backup.
3.6	Describe Internet connection redundancy.
3.7	Describe backup strategy and how often data are backed up.
3.8	Describe data restoration process.
3.9	Describe failover strategy.
3.10	Describe how the software uses a multi-tenant model/architecture and how MTC's data will be protected from exposure to anyone outside of the authorized domain.
3.11	Specify in what location(s) MTC's data will be stored and where the application will run.
3.12	Specify who will have access to MTC data and how it will be protected from insider breaches.
3.13	Describe how security exceptions are handled/reported.
3.14	Describe the audit trail features of the proposed software and what activities are recorded in your software's audit log. Describe MTC's ability to access or download access logs and other log files.
3.15	Describe how your solution delivers consistent, high-speed system performance. Please provide any available historical statistics to back up performance claims, including system availability (please define), response time, latency, etc.
3.16	Please provide any relevant security certifications for your data center, e.g., SAS70.

4. DATA ACCESS/MANAGEMENT

(Including Requirements F, G, I, L, N, P and Q.)

4.1	Describe how your product authenticates users. (Strong preference given to single sign-on using GroupWise account credentials.)
4.2	Does your system utilize SSL for login and data access? If so, is the SSL certificate issued by a trusted root (e.g., no action is necessary for a first time user's system to accept the certificate and proceed to the login screen).
4.3	Describe which browsers and versions are supported by your system (e.g., IE, Firefox, Chrome, Safari…).
4.4	Describe how your system uses stubbing within GroupWise (if applicable).
4.5	Describe whether your system provides performance guarantees or SLAs regarding maximum response time for locating and viewing an e-mail and its attachments from the archive. Describe the factors that can affect this response time.
4.6	Does your system require any third-party software on user PCs (e.g., Java version, .NET version, etc.)?
4.7	On what parameters (e.g., specific fields, any field, metadata, etc.) can searches be based?
4.8	On what parameters (e.g., specific fields, any field, metadata, etc.) can retention policies be applied?
4.9	Describe your system's ability to allow users to search their own mailbox, other people's mailboxes, and globally across all mailboxes.
4.10	Does your system replicate GroupWise proxy rights, or must rights to other mailboxes be set up manually?
4.11	Describe the actions possible with any given item (e.g., print, forward, export, etc.). Can items be printed or forwarded in groups? Can the results of saved searches be printed, forwarded or exported?
4.12	Specify and explain any limitations on the number of messages/objects that may be stored in the system.
4.13	Specify and explain any limitations on the number of mailboxes or users that may be stored in the system.
4.14	Specify and explain any limitations on time that archived information may be stored on the system.
4.15	Specify and explain any overall limitations on storage space.
4.16	Describe whether/how litigation holds can be implemented in your system.
4.17	Describe any other electronic discovery tools and features available in your system, or available as add-ons.
4.18	What information does your system provide to the system administrator about errors, archiving run status, or statistics?
4.19	How does your system handle added/deleted/modified GroupWise accounts?

5. DATA EXPORT

(Including requirement O.)

5.1	Describe which export formats are supported for search results.
5.2	Can search results be written to removable media singly, in batches or both?
5.3	Describe how exported archive results can be searched.
5.4	Describe the process, format and media in which the entire database can be exported in bulk if the service is terminated for any reason?
5.5	Do you provide any technical assistance in migrating data out of your system?

6. TRAINING

6.1	Describe the proposed training plan for Administrators, IT, and end users.
6.2	Describe the various training delivery methods (i.e. onsite, on-line, video, paper, etc.) offered to assist administrators and end users to become proficient in the software.
6.3	Describe any other MTC staff resources and technical knowledge needed for implementation and on-going operations.
6.4	Do you offer any training or professional assistance in helping MTC understand and apply best practices for establishing retention policies, implementing access controls, or executing other key features of your solution?

7. BILLING

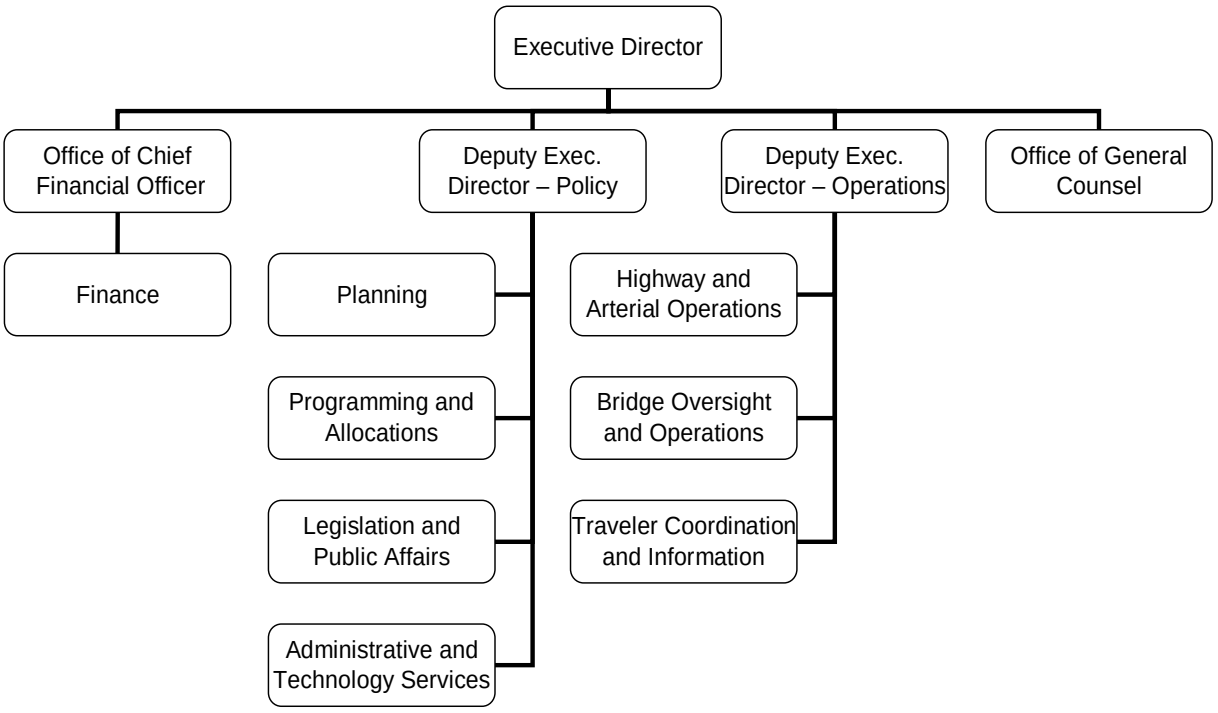
7.1	Is your service prepaid or postpaid? If postpaid, what are the billing terms? Is the system billed on a monthly, quarterly, annual basis?
7.2	Describe the implementation charges for the proposed configuration. What is included (e.g., data import, set up costs, directory linkage, installation, etc.)? Provide an itemized breakdown, if possible.
7.3	Describe how you charge for ongoing storage.
7.4	Describe the maintenance/support options, and the charges for each.
7.5	Describe any training charges.
7.6	Is there a charge for exporting data?
7.7	Describe any other recurring service charges.
7.8	Describe any billing impact of user adds/deletes over the course of the subscription period.

8. ONGOING SUPPORT

(Including requirement A.)

8.1	Which versions of GroupWise do your currently support?
8.2	Are you committed to supporting future versions of GroupWise?
8.3	How long will you guarantee ongoing support of the system?

APPENDIX A-3
MTC's ORGANIZATIONAL CHART



APPENDIX A-4,

MTC'S COMPUTING ENVIRONMENT

NETWORK

MTC operates a local area network supporting approximately 200 users, running Novell's Open Enterprise Server (OES-2) and eDirectory services on SUSE Linux. MTC has a mixture of server types (Microsoft Windows 2003 and 2008, Red Hat Linux, and SUSE Linux). Of MTC's approximately 50 servers, half are run on three virtual hosts (VMware ESX 3.5).

MTC uses a Xiotech Storage Area Network (SAN), incorporating both fiber channel and SATA drives. Total formatted storage is approximately seven Terabytes, of which 310 Gigabytes is the GroupWise message store (240 GB in active storage, 70 GB in personal archives).

MTC's network users use a single sign-on to their workstations, the Novell LAN, and GroupWise. The GroupWise system uses LDAP to authenticate against the Novell eDirectory.

MTC's Novell GroupWise system (8.0.1) is run on OES-2 on virtual machines. There is a single post office supporting 300 users, including approximately 200 actual users and 100 resources, fictitious and former users for various administrative and project-specific functions. All personal GroupWise native archives are stored on a file share, not on individual desktops. MTC does not use the GroupWise document management features.

MTC works closely with the Association of Bay Area Governments (ABAG), a related regional governmental agency that shares the first floor of the MetroCenter facility. ABAG provides MTC's external network access by operating our shared Cisco firewall and ProofPoint e-mail filtering and anti-spam appliances, and arranging Internet access through a primary and back-up ISP. ABAG provides MTC with fractional T-3 Internet access. The MTC and ABAG LANs are independent branches of that shared infrastructure.

END-USER SYSTEMS

Almost all end-user systems run Microsoft Windows XP SP3, with Office 2003. These are a mixture of Gateway, Hewlett Packard and Dell desktops and laptops. MTC will be investigating a move to Windows 7 and Office 2010 sometime in the next fiscal year (2010-2011). There are also five Apple Macintosh computers on the network, running OS X.

Firefox 3.x is the preferred browser, but all Windows end users also have Internet Explorer 7. Desktop software is managed by Novell's ZENworks Configuration Management 10 suite. Desktop anti-virus protection is provided by McAfee. MTC is in the process of implementing Webroot's web security software on the desktops.

APPENDIX B
PRICE PROPOSAL

I. Complete a Price Proposal that assumes licensing fees for a one-year period, with the option to renew for three (3) additional one-year periods. The price must include all services required to successfully implement and manage the solution including installation, implementation, training, technical support and customer service for 200 end users. The pricing structure should be straightforward and contain no hidden costs.

	Year One	**Year Two**	**Year Three**	**Year Four**	**Total Cost**
One-time costs*:					
Initial License Fee					
Set-up, Installation, Initial data load					
Implementation					
Training					
Recurring costs*:					
Total Monthly End User Subscription $_____ x 200 x 12					
Annual License Renewal Fee					
Technical support					
Other Costs* (specify any one-time or recurring costs not listed above):					
Annual Price*	**$**	**$**	**$**	**$**	
Total Price (include all annual costs listed above)*					**$**

*Prices are firm fixed sums including all applicable surcharges such as taxes, insurance, and fringe benefits, as well as indirect costs, overhead and profit allowance.

Please provide the cost for additional subscriptions above the 200 specified above, should the need arise to increase that number.

Additional Subscription Fee (per user) $_____

II. OPTIONAL ITEMS

If there is an additional cost, provide firm fixed price for Optional Items listed below in Accordance with *Appendix A, Section II.* MTC reserves the right to purchase any, all, or none of the optional items listed below.

	Year One	Year Two	Year Three	Year Four	Total Cost
GroupWise Folder Structure Replication					
GroupWise Proxy Support					
Integration capabilities					
BC/DR Support					

*Prices are firm fixed sums including all applicable surcharges such as taxes, insurance, and fringe benefits, as well as indirect costs, overhead and profit allowance.

By signing below, you acknowledge and agree to provide the required services, and comply with all terms and conditions (including applicable insurance requirements) listed in this RFP.	
Signature of Authorizing Official	
Name & Title of Authorizing Official	
Firm Name	
Address	
City, State, Zip Code	
Phone Number/Fax No.	
E-mail address	

APPENDIX B-1
CONTRACTOR'S REFERENCE FORM

Contractor _____

Representative Name & Title _____

Phone Number & E-mail _____

References must not be relatives of the Contractor's representative or owners. Provide a minimum of three (3) public sector/government agency references where the software solution has been implemented. All references must be for customers running GroupWise 7 or GroupWise 8. References must include contact information and the name of the project or projects done by the Contractor for that client.

1.	**Client's Name**
	Contact Person
	Address
	City & Zip Code
	Phone Number
	E-mail

2.	**Client's Name**
	Contact Person
	Address
	City & Zip Code
	Phone Number
	E-mail

3.	**Client's Name**
	Contact Person
	Address
	City & Zip Code
	Phone Number
	E-mail

APPENDIX C,
CALIFORNIA LEVINE ACT STATEMENT

California Government Code § 84308, commonly referred to as the "Levine Act," precludes an officer of a local government agency from participating in the award of a contract if he or she receives any political contributions totaling more than $250 in the 12 months preceding the pendency of the contract award, and for three months following the final decision, from the person or company awarded the contract. This prohibition applies to contributions to the officer, or received by the officer on behalf of any other officer, or on behalf of any candidate for office or on behalf of any committee.

MTC's commissioners include:

Tom Azumbrado	Dorene M. Giacopini	Jon Rubin
Tom Bates	Federal D. Glover	Bijan Sartipi
Dave Cortese	Scott Haggerty	James P. Spering
Dean J. Chu	Anne W. Halsted	Adrienne J. Tissier
Chris Daly	Steve Kinsey	Amy Rein Worth
Bill Dodd	Sue Lempert	Ken Yeager
	Jake Mackenzie	

1. Have you or your company, or any agent on behalf of you or your company, made any political contributions of more than $250 to any MTC commissioner in the 12 months preceding the date of the issuance of this request for qualifications?

   ___ YES ___ NO
   If yes, please identify the commissioner: _____

2. Do you or your company, or any agency on behalf of you or your company, anticipate or plan to make any political contributions of more than $250 to any MTC commissioners in the three months following the award of the contract?

   ___ YES ___ NO
   If yes, please identify the commissioner: _____

Answering yes to either of the two questions above does not preclude MTC from awarding a contract to your firm. It does, however, preclude the identified commissioner(s) from participating in the contract award process for this contract.

_____ _____
DATE (SIGNATURE OF AUTHORIZED OFFICIAL)

_____
(TYPE OR WRITE APPROPRIATE NAME, TITLE)

_____
(TYPE OR WRITE NAME OF COMPANY)

APPENDIX D,
SYNOPSIS OF PROVISIONS IN MTC'S
STANDARD CONSULTANT AGREEMENT

The selected Consultant will be required to sign Agency's standard consultant agreement, a copy of which standard agreement may be obtained from the Project Manager for this RFP. In order to provide bidders with an understanding of some of Agency's standard contract provisions, the following is a synopsis of the major requirements in our standard agreement for professional services. THE ACTUAL LANGUAGE OF THE STANDARD CONSULTANT AGREEMENT SUPERSEDES THIS SYNOPSIS.

Termination: MTC may, at any time, terminate the Agreement upon written notice to Consultant. Upon termination, MTC will reimburse the Consultant for its costs for incomplete deliverables up to the date of termination. Upon payment, MTC will be under no further obligation to the Consultant. If the Consultant fails to perform as specified in the agreement, MTC may terminate the agreement for default by written notice following a period of cure, and the Consultant is then entitled only to compensation for costs incurred for work products acceptable to MTC, less the costs to MTC of rebidding.

Insurance Requirement: See *Appendix D-1, Insurance Requirements*, attached hereto.

Independent Contractor: Consultant is an independent contractor and has no authority to contract or enter into any other agreement in the name of MTC. Consultant shall be fully responsible for all matters relating to payment of its employees including compliance with taxes.

Indemnification: Consultant agrees to defend, indemnify and hold MTC harmless from all claims, damages, liability, and expenses resulting from any negligent or otherwise wrongful act or omission of Consultant in connection with the agreement. Consultant agrees to defend any and all claims, lawsuits or other legal proceedings brought against MTC arising out of such negligent or wrongful acts or omissions. The Consultant shall pay the full cost of the defense and any resulting judgments.

Data Furnished by MTC: All data, reports, surveys, studies, drawings, software (object or source code), electronic databases, and any other information, documents or materials ("MTC Data") made available to the Consultant by MTC for use by the Consultant in the performance of its services under this Agreement shall remain the property of MTC and shall be returned to MTC at the completion or termination of this Agreement. No license to such MTC Data, outside of the Scope of Work of the Project, is conferred or implied by the Consultant's use or possession of such MTC Data. Any updates, revisions, additions or enhancements to such MTC Data made by the Consultant in the context of the Project shall be the property of MTC.

Ownership of Work Product: All data, reports, surveys, studies, drawings, software (object or source code), electronic databases, and any other information, documents or materials ("Work Product") written or produced by the Consultant under this Agreement and provided to MTC as a deliverable shall be the property of MTC. Consultant will be required to assign all rights in copyright to such Work Product to MTC.

Personnel and Level of Effort: Personnel assigned to this Project and the estimated number of hours to be supplied by each will be specified in an attachment to the Agreement. No substitution of personnel or substantial decrease of hours will be allowed without prior written approval of MTC.

Subcontracts: No subcontracting of any or all of the services to be provided by Consultant shall be allowed without prior written approval of MTC. MTC is under no obligation to any subcontractors.

Consultant's Records: Consultant shall keep complete and accurate books, records, accounts and any and all work products, materials, and other data relevant to its performance under this Agreement. All such records shall be available to MTC for inspection and auditing purposes. The records shall be retained by Consultant for a period of not less than four (4) years following the fiscal year of the last expenditure under this Agreement.

Prohibited Interest: No member, officer or employee of MTC can have any interest in this agreement or its proceeds and Consultant may not have any interest which conflicts with its performance under this Agreement.

Governing Law. The Agreement shall be governed by the laws of the State of California.

APPENDIX D-1
INSURANCE REQUIREMENTS

Minimum Insurance Coverages. Consultant shall, at its own expense, obtain and maintain in effect at all times the following types of insurance against claims, damages and losses due to injuries to persons or damage to property or other losses that may arise in connection with the performance of work under this Agreement, placed with insurers with a Best's rating of A-X or better.

Yes (√)	**Please certify by checking the box below that required coverage's will be provided within five (5) days of MTC's notice to firm that it is the successful proposer.**
___	Workers' Compensation Insurance in the amount required by the applicable laws, and Employer's Liability insurance with a limit of not less than $1,000,000 per employee and $1,000,000 per occurrence, and any and all other coverage of CONSULTANT's employees as may be required by applicable law. Such policy shall contain a Waiver of Subrogation endorsement in favor of MTC. Such Workers Compensation & Employers Liability may be waived, if and only for as long as CONSULTANT is a sole proprietor with no employees.
___	Commercial General Liability Insurance for Bodily Injury and Property Damage liability, covering the operations of CONSULTANT and CONSULTANT's officers, agents, and employees and with limits of liability which shall not be less than $1,000,000 combined single limit per occurrence with a general aggregate liability of not less than $2,000,000, and Personal & Advertising Injury liability with a limit of not less than $1,000,000. Expense for Indemnitee's defense costs shall be outside of policy limits and such policy shall be issued on a Duty to Defend Primary Occurrence Form. MTC, and its commissioners, officers, representatives, agents and employees are to be named as additional insureds. Such insurance as afforded by this endorsement shall be primary as respects any claims, losses or liability arising directly or indirectly from CONSULTANT's operations.
___	Business Automobile Insurance for all automobiles owned, used or maintained by CONSULTANT and CONSULTANT's officers, agents and employees, including but not limited to owned, leased, non-owned and hired automobiles, with limits of liability which shall not be less than $1,000,000 combined single limit per occurrence.
___	Umbrella Insurance in the amount of $2,000,000 providing excess limits over Employer's Liability, Automobile Liability, and Commercial General Liability Insurance.
___	Property Insurance covering CONSULTANT'S own business personal property and equipment to be used in performance of this Agreement, materials or property to be purchased and/or installed on behalf of MTC (if any), debris removal, and builders risk for property in the course of construction (if applicable). Coverage shall be written on a "Special Form" ("All Risk") that includes theft, but excludes earthquake, with limits at least equal to the

	replacement cost of the property. Such policy shall contain a Waiver of Subrogation in favor of MTC. If such insurance coverage has a deductible, the CONSULTANT shall also be liable for the deductible.

By signing below you acknowledge and agree to provide the required certificate of insurance providing verification of the minimum insurance requirements listed above within five (5) days of MTC's notice to firm that it is the successful proposer.	
Representative Name and Title	
Name of Authorizing Official	
Authorized Signature	
Date	

NOTE: If you were unable to check "Yes" for any of the required minimum insurance coverages listed above, a request for exception to the appropriate insurance requirement(s) must be brought to MTC's attention no later than the date for protesting RFP provisions. If such objections are not brought to MTC's attention consistent with the protest provisions of this RFP, compliance with the insurance requirements will be assumed.